

July 30<sup>th</sup>, 2012

Postal Regulatory Commission  
901 New York Ave NW, Suite 200  
Washington, DC 20268

PRC Docket # MC2012-26

Dear Commissioners,

I am the store manager of The UPS Store in Rexburg, Idaho. We are a small operation, employing just 3 people (besides myself) from the surrounding area. I am writing in regards to the new enhancements the United States Post Office is trying to offer. Being a small community, the Post Office is our main competition, especially when it comes to renting mailboxes. If the United States Post Office is allowed to update their addresses from PO Boxes to street addresses, it will severely damage our ability to rent mailboxes at our location, and have a detrimental effect on our business. The Post Office already has lower prices than us, and their mailboxes are available 24 hours a day, whereas our mailboxes are only available when our store is open. Our package acceptance from all carriers and our email and text message notification for our customers are the only things that set us apart and pull customers into our store to rent mailboxes. Consequently, I am asking that you refrain from allowing the United States Post Office to make the following enhancements:

1. Acceptance of third-party packages from all non-USPS carriers, namely UPS, FedEx, and DHL. It is my understanding that this practice has been prohibited for years. Also,
2. The ability to use the street address of the Post Office where the PO Box is located, rather than the traditional "PO Box 123, Rexburg, ID 83440." As well as the ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address. And further,
3. E-mail / text message notification to PO Box customers of items received.

These new business practices place the United States Postal Service in direct and unequal competition with thousands of small businesses across the country. For most store owners and managers like me, our businesses are privately owned and represent the sole source of our income. This new competition from the USPS will surely result in significant loss of revenue and damage to my business. That will threaten not only my home and livelihood, but also the jobs and security of the people I employ.

As a Commercial Mail Receiving Agency (CMRA), our business is regulated and inspected by the USPS. I have never heard of another enterprise in our society where one competitor can regulate another, even to the point of requiring them to turn over their customer list on a quarterly basis. Shouldn't there be a separate entity that can regulate both the USPS and CMRA? Perhaps that would make our competition more fair.

As a CMRA, we operate under other unfair rules, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of my store are prohibited from doing so. When my mailbox customer moves, we are required by the USPS to receive the customer's mail for six months following termination and cannot re-mail it without paying for new postage. These fees are then passed along to the customer.

As noted in PRC Order No. 1366, "the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services." The USPS failed to follow their own rules in offering these new services, and made a decision and executed it without the necessary filings.

What the USPS is doing is fundamentally wrong. A financially viable Post Office is an important part of our business, but not at our expense. I cannot sit by and watch the USPS launch a series of products and services specifically designed to take our customers. A relationship with the USPS is a careful balance of competition and support, and in this matter they have tipped the scales irreversibly in their favor.

Thank you for your time and attention to this matter. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

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